**TRANSMITTAL  
FORM**

Application Number	09/841,710
Filing Date	April 24, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Attorney Docket Number	36992.00077
Total Number of Pages in This Submission	10

**ENCLOSURES (check all that apply)**

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance Communication to TC
<input checked="" type="checkbox"/> Return Postcard	<input checked="" type="checkbox"/> PTO SB/08a	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment / Response	<input type="checkbox"/> PTO SB/08b	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> Amendment After Final	<input type="checkbox"/> Issue Fee Transmittal (PTO-85b)	<input type="checkbox"/> Status Request
<input type="checkbox"/> Declaration of Inventor(s)	<input type="checkbox"/> New Power of Attorney, Revocation of Previous Powers, Change of Correspondence Address	<input checked="" type="checkbox"/> The Director is authorized to charge any required fees or credit any overpayment to Deposit Acct. No. 05-0150. A duplicate of this sheet is enclosed for this purpose.
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<input type="checkbox"/> Request for Continued Examination	<input type="checkbox"/> Request for Refund	Three (3) Cited References
<input checked="" type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Power of Attorney	
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<input type="checkbox"/> Reply to Missing Parts/ Incomplete Application	<b>Remarks</b>	
<input type="checkbox"/> Reply to Missing Parts under 37 CFR1.52 or 1.53		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm	Squire, Sanders & Dempsey L.L.P. 600 Hansen Way, Palo Alto, CA 94304-1043		
Signature			
Printed Name	Marc A. Sockol		
Date	November 28, 2005	Reg. No.	40,823

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I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
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Typed or printed name	Lisa Francetic	Date	November 28, 2005

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Application Of:

Examiner: Jeffrey C. Pwu

Takeshi ISHIZAKI

Art Unit: 2143

Appl. No: 09/841,710

Filed: April 24, 2001

For: INTEGRATED SERVICE  
MANAGEMENT SYSTEM



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Mail Stop Amendment  
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**INFORMATION DISCLOSURE STATEMENT PURSUANT TO  
37 C.F.R. §§1.97-1.98 WITH FEE**

Sirs:

In accordance with the duty of disclosure under 37 CFR §1.56 and pursuant to 37 CFR §§1.97-1.98, Applicant hereby notifies the U.S. Patent and Trademark Office of the references listed on the enclosed Form PTO/SB/08A (2 pages). Pursuant to the USPTO's waiver of the requirements under 37 CFR 1.98(a)(2)(i), U.S. patents and U.S. patent application publications cited in this form are not being submitted with this Information Disclosure Statement.

The present Information Disclosure Statement is being submitted after receiving the first office action but before an action closing prosecution on the merits. Accordingly, please charge Deposit Account No. 05-0150 in the amount of \$180.00 as specified in 37 CFR §1.97(c) and 37 CFR §1.17(p).

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant reserves the right to dispute any of the listed documents as prior art during

examination. Furthermore, Applicant does not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present application. The submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made or that no other material information may exist.


The Examiner is requested to initial the enclosed Form PTO/SB/08A and return a copy thereof to the undersigned.

If for any reason an insufficient fee has been paid, please charge the insufficiency to Deposit Account No. 05-0150.

Date: November 28, 2005

Respectfully submitted,

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Palo Alto, CA 94304-1043  
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By   
\_\_\_\_\_  
Marc A. Sockol  
Attorney for Applicant  
Registration No.: 40,823

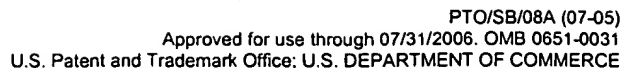
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James Francetic

PALOALTO/30147.1



Substitute for form 1449A/PTO

*(Use as many sheets as necessary)*

Sheet	1	of	2
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**Complete if Known**

<i>Application Number</i>	09/841,710
<i>Filing Date</i>	April 24, 2001
<i>First Named Inventor</i>	Takeshi ISHIZAKI
<i>Art Unit</i>	2143
<i>Examiner Name</i>	Jeffrey C. Pwu
<i>Attorney Docket Number</i>	36992.00077

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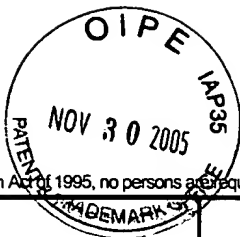
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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet 2 of 2

**Complete if Known**

Application Number	09/841,710
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First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Attorney Docket Number	36992.00077

**NON PATENT LITERATURE DOCUMENTS**

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	I	PHILIP J. CHEA, "Office Action," November 8, 2005, 15 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	J	KYUNG H. SHIN, "Office Action," August 24, 2005, 20 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	
	K	KYUNG H. SHIN, "Office Action," January 14, 2005, 18 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	

Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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